



M E M O R A N D U M

To: Norma Jauregui, Cluster Manager
El Centro Workforce Service site # 0480

Date: July 12, 2010

File 74: cg:45

No.:

From: Ernesto Magaña
Employment Development Department

Subject: **MONITOR ADVOCATE OFFICE ON-SITE ANNUAL REVIEW
PROGRAM YEAR 2009-2010
EL CENTRO WORKFORCE SERVICE SITE
FINAL MONITORING REPORT**

This Final Monitoring Report summarizes the California Monitor Advocate Office's (MAO) results of the Migrant and Seasonal Farmworkers (MSFW) on-site annual review of the El Centro Workforce Service (WS) site. Claudia Greenwood and Rebeca Guerra conducted this annual review from May 24 – 27, 2010. We focused our annual on-site review on the full range of employment services, benefits, and protections, including the full range of job and training referral services, counseling, and testing provided to MSFW.

The MAO conducted this annual on-site review under the authority of all related federal regulation, including Title 20 of the Code of Federal Regulation (CFR), Chapter V, Parts 651, 653, and 658, applicable State laws, and Employment Development Department (EDD) JS policies and procedures. Specifically, Title 20 CFR, Part 653.108, requires the MAO to perform ongoing reviews of EDD services provided to MSFW.

We collected information for this report by examining the El Centro WS site's provision of services, job information sharing, job application taking process, outreach program operation, data collection, agricultural clearance order activity, and Job Service (JS) complaint system. Additionally, we interviewed El Centro WS site's management and staff.

We received your response to our Draft Report via electronic mail on July 1, 2010 and reviewed your comments before finalizing this report.

Our on-site annual monitoring review revealed the following finding:

Finding 1: **INDICATORS OF COMPLIANCE**

The El Centro WS site did not meet the Job Development Contacts (JDC) equity indicators in the July 2009 through April 2010 Indicators of Compliance (IOC) Report.

Citation: Title 20 CFR 653.101 and CFR 653.108 (h) (5)

Recommendation: The MAO recommends that the El Centro WS site ensure equity of services to MSFW by meeting the Indicators of Compliance such as JDC.

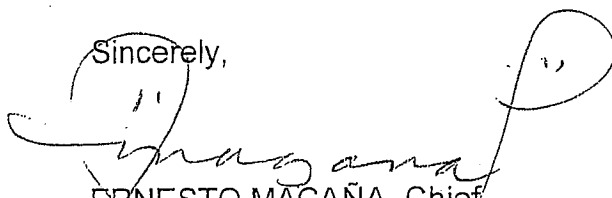
Response: El Centro WS site management's response stated that management plans to take the necessary corrective action steps to address the failure to meet this particular indicator of JDC's conducted for MSFWs in El Centro and Calexico WS sites.

The following actions will be taken by management:

- All staff meeting to review IOC's and MAO findings with staff.
- Review and training of JDC process with all staff.
- Monthly review and documentation of Resumes and Program Activity Support System entries using Quality Assurance Review process.
- Monthly review of IOC reports to monitor compliance.

Please extend our appreciation to your staff for their cooperation and assistance during our review. If you have any questions, please contact Claudia Greenwood at (916) 654-6431.

Sincerely,



ERNESTO MAGAÑA, Chief
Monitor Advocate Office

cc: Jan Cedano
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